DOCUMENT RESUME

ED 257 473 IR 051 141

AUTHOR	Edwards, Anne G., Ed.; Ross, Betsy A., Ed.
TITLE	Reference Services: Policies and Procedures.
INSTITUTION	Missouri Univ., Columbia. Library.
PUB DATE	Aug 84
NOTE	61p.
PUB TYPE	Guides - Non-Classroom Use (055) -- Legal/Legislative/Regulatory Materials (090) -- Reference Materials - General (130)
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	*Academic Libraries; Guidelines; Higher Education; Information Services; *Library Administration; Library Collections; Library Instruction; Library Personnel; *Library Services; Methods; Online Searching; Policy; Position Papers; *Reference Materials; *Reference Services
IDENTIFIERS	*University of Missouri Columbia

ABSTRACT

Prepared to provide guidance in the provision of reference service, this statement expresses the understanding between the library administration and the Reference Services Department of Ellis Library at the University of Missouri-Columbia concerning the manner in which the department's responsibilities are to be carried out. The procedures will be used as a manual for orienting new staff members, as well as a source of information for reference staff or library administrators. This manual covers the following: (1) reference services, including goals, ethics, and organization; (2) library users, including guidelines for providing special service; (3) priorities, including service to individual readers, instructional services, and subject specialists; (4) desk service, including a general statement, telephone inquiries, circulation of restricted materials, referrals, donations of books or periodicals, and assisting users at the card catalog; (5) bibliographic services, including those initiated by the reference department and direct user requests; (6) computer-assisted literature searching (LITQUEST), including staff requirements and the various services offered; (7) reference correspondence; (8) orientation and instruction; and (9) the reference collections. Appendices contain the American Library Association (ALA) Statement on Professional Ethics, an organization chart, the ALA Interlibrary Loan Code, Ellis Library Emergency Procedures, and Procedures for LITQUEST Searching. (THC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED257473

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

This document has been reproduced as received from the person or organization originating it.

Minor changes have been made to improve reproduction quality.

Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

REFERENCE SERVICES: POLICIES AND PROCEDURES*

Prepared by

Ellis Reference Services Department

Compiled and Edited

by

Anne G. Edwards and Betsy A. Ross

with assistance by

E. Wayne Barnes

Ellis Library

University of Missouri-Columbia

August, 1984

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Anne G. Edwards

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

*In the preparation of these guidelines, extensive use was made of the following documents:

ED 116701 Reference Service Manual. Massachusetts Univ. Amherst. June, 1975. 46pp. (1980 revision ED 200211)

Reference Procedures. Rice Univ. Houston. October, 1980. 33pp. (as reproduced in Katz, Bill, and Anne Clifford. Reference and Online Services Handbook: Guidelines, Policies, and Procedures for Libraries. New York: Neal-Schuman, 1982.)

IR051141

REFERENCE SERVICES: POLICIES AND PROCEDURES

TABLE OF CONTENTS

I. Introduction 1

A. Purpose of Reference Services: Policies and Procedures 1

1. General Statement 1
2. Uses 1
3. Availability to Readers 1
4. Annual Review of Contents 1

B. Goals of Reference Service 1

1. General Statement 1
2. Basic Philosophy 2

C. Ethics of Reference Service 3

D. Reference Organization in Ellis Library 3

1. Government Documents 4
2. Library Services for the Disabled 4
3. Recorded Sound Collection 5
4. Current Periodicals Reading Room (CPRR) 5

II. Library Users 6

A. General Statement 6

B. Guidelines for Providing Special Service 7

1. Time-Consuming Inquiries 7
2. Legal, Statistical and Medical Questions 7
3. Computer Literature Searches 7
4. Limited Circulation of Restricted Material 7
5. Orientation Tours 7
6. Interlibrary Loan 7
   a. General Statement 7
   b. Types of Materials 8
   c. Form of Request 8
   d. Use of Interlibrary Loan Materials 9

III. Priorities 10

A. General Statement 10

B. Service to Individual Readers 10

1. First Priority 10
2. "On Call" 10
3. Telephone Calls 10
4. Priorities Among Waiting Readers 10
5. Pending Reference Inquiries 10
6. Follow Up 11
7. Approaching Library Users 11

C. Instructional Services 11

D. Subject Specialists 11

IV. Desk Service 11

A. General Statement 11

1. Nature and Extent of Responsibilities of Staff on Desk Duty 12
   a. Priorities 12
   b. Note Messages at General Reference Desk 12
   c. Information Notebooks 13
   d. Approachability 13
   e. Activity During Slack Periods 13
   f. Staffing Levels 13
   g. Leaving the Desk/Office Unstaffed 13
   h. Holding Materials for Patron 14
   i. Assisting Students with Disabilities 14
2. Handling General Inquiries 14
   a. General Statement 14
   b. Reference Interview 14
   c. Directions 14
   d. Lost and Found 14
   e. Library Policies 15
   f. Library Holdings 15
   g. Information Service 16
   h. Research and/or Instruction 16
      (1) Amount of Service 16
      (2) Instruction 17
3. Handling Problem Inquiries 18
   a. Questions Received at Closing Time 18
   b. Genealogical Questions 18
   c. Questions Relating to Take-Home Exams, Contests, Puzzles, etc. 19
   d. Appraisals 19
4. Measurement and Evaluation of Reference Service 19
   a. Statistics 19
   b. Definitions to be Followed for Recording Statistics 20

(1) Reference Question 20
(2) Directional Question 20
(3) Search Question 20
c. Interlibrary Loan 20
d. Correspondence 21
e. Special Surveys 21
5. Reporting Problems 21
a. Emergencies 21
b. Missing Reference Books 21
c. Missing Pages 21
d Disorder in Book Arrangment 21
e. Public Catalog and Serials List Correction 22
f. Reference Book Problems 22
g. Complaints 22
6. Responsibilities of Student Assistants in the Subject Areas 22
7. Responsibilities of Library Skills Teaching Assistants 22

B. Telephone Inquiries 23

1. Incoming Calls 23
a. Priorities 23
b. Service Standards 23
c. Paging Readers 24
d. Messages 24
e. Checking Records 24
f. Circulation Information 25
g. Questions about Library Policies 25
h. Personal Calls 25
i. Emergency and Nuisance Calls 25
2. Outgoing Calls 25
a. General Guidelines 25
b. Reader Use of Telephone 26

C. Circulation of Restricted Materials 26

1. Circulation for Use Outside the Library 26
2. Renewals, Recalls, Fines 26
3. In-Building Use 27
4. High-Risk Books 27

D. Service at Night, Weekends, Skeleton Staff Days 27

1. Weekday Evenings 27
2. Weekend and Skeleton Staff Days 27
3. Materials in Locked Offices 28
4. Emergencies 28
5. Building Problems Weekends and Evenings 28
6. Records in Technical Services Area 28

E. Inquiries for Material not on Open Shelves 28

1. General Statement 28
2. Rare Books, Manuscripts, University Archives 28
3. Materials in Process or Storage 28
4. Search Procedures 29
   a. Materials in Process 29
   b. Materials in Storage 29

F. Referrals 29

1. General Statement 29
2. Referrals to Colleagues 29
3. Referrals to Other Services 29

G. Assisting Users at the Card Catalog 30

1. Responsibility 30
2. Kinds of Problems 30
3. Offering Assistance 31

H. Donations of Books or Periodicals 31

1. General Statement 31
2. Material Brought to Desk 31
3. Telephone Inquiries 31

V. Bibliographic Services 31

A. Reference Initiated 31

B. User Requests 31

1. Preparation of Bibliographies and Search Guides 31
2. Checking Bibliographies 31

VI. Computer-Assisted Literature Searching (LITQUEST) 32

A. General Statement 32

B. LITQUEST Coordinator 32

C. Reference Staff 32

D. LITQUEST (Daytime) 32

E. LITQUEST/After Dark 32

VII. Reference Correspondence 33

A. Who Drafts Replies 33

B. Signatures 33

C. Copies 33

D. Policy for Handling Requests 33

E. Promptness in Answering 33

F. Requests for Holdings Information 33

G. Supplying Photocopies 34

VIII. Orientation and Instruction 34

A. General Statement 34

B. Responsibilities of Reference Staff 34

1. Orientation 34
2. Instruction 34

C. Policy and Procedures 35

1. Orientation 35
2. Instruction 35

IX. Reference Collection 35

A. General Statement 35

B. Selection Procedures 36

C. Classification Decisions 36

D. Criteria for Decisions 36

E. Collection Organization 37

F. Collection Maintenance 37

X. Appendices

A. "Statement on Professional Ethics"

B. Reference Organization in Ellis Library

C. ALA Interlibrary Loan Code, Application for Interlibrary Loan Privilege, Interlibrary Borrowing Request

D. Ellis Library Emergency Procedures

E. Procedures for LITQUEST Searching

REFERENCE SERVICES: POLICIES AND PROCEDURES

SECTION I. INTRODUCTION

PURPOSE

A. Purpose of Reference Services: Policies and Procedures

GENERAL STATEMENT

1. General Statement--The purpose of Reference Services: Policies and Procedures is to present guidance for providing reference service of the highest possible quality consistent with available resources. This statement will express the understanding between the library administration and the Reference Services Department concerning the manner in which the Department's responsibilities are carried out.

USES

2. Uses--The procedures will be used as a manual for orienting new staff members, as well as a source of information for reference staff or library administrators with questions concerning departmental operation or responsibilities.

AVAILABILITY TO READERS

3. Availability to Readers--The procedures may be available to any library user if he or she has a question concerning the service policy of the Department. It will serve as a basis for a briefer policy statement which may be made available to library users.

ANNUAL REVIEW OF CONTENTS

4. Annual Review of Contents--The contents of the procedures will be reviewed annually by the reference staff to insure that policy and practice are in conformity and that changes are made as needed.

GOALS

B. Goals of Reference Service

GENERAL STATEMENT

1. General Statement--The goal of reference and information services is to support the University's teaching, research and extension programs by facilitating access to the library's collections and the informational content of these materials primarily through direct personal service to library users.

Within the limits of the library's policies and its budgetary constraints, the Department has special responsibility for the following functions:

a. To provide reference and general information assistance to library users.

b. To provide in-depth assistance for specialized research within the limits established in this manual.

c. To provide orientation and instruction to individuals and groups in the use of library resources.

d. To introduce to students basic reference materials, both general and subject oriented, through classroom lectures and credit courses.

e. To provide user aids to facilitate patron use of the library, e.g., publications and signs.

f. To maintain in the General Reference and subject divisional libraries an up-to-date, relevant collection of reference materials.

g. To facilitate access to materials external to the library, e.g., through interlibrary loan (for those who qualify), referral to other sources of information, etc.

h. To create an environment for and a tradition of a high level of service within the Department and to promote the effective utilization of manpower and material resources.

BASIC PHILOSOPHY

2. Basic Philosophy--Apart from "ready reference" inquiries, individual assistance to library users primarily will take the form of providing guidance in the pursuit of information rather than providing the information itself. The individual staff member must exercise his or her judgment in determining the application of this policy in specific situations, and is encouraged to take prudent risks in the pursuit of user service. The objective situation, i.e., the needs of the user, the amount of time available, and the knowledge of the staff member, must be the determining factor and not favoritism to any one reader or group of readers.

Staff members giving assistance should be alert, interested and willing to help. They should

apply well-developed communication skills to ascertain the needs of users and should not be judgmental regarding a request. Courtesy, patience, sensitivity and tact are important in all interactions with library users.

ETHICS OF REFERENCE SERVICE

C. Ethics of Reference Service

The needs of library users must always be taken seriously and treated with the utmost respect. Under no circumstances should there be any discussion of an individual or a group of users, or of any transactions between user and reference staff member, outside of a professional context. The "Statement on Professional Ethics" (in American Libraries, June 1981, p. 335) issued by the American Library Association is the standard to be followed. (See Appendix A.)

Reference staff members may report any incident of a library user's irrational or abusive behavior to his or her supervisor for investigation. In some instances a Security Guard may need to be called for assistance. In the case of a patron complaint, an inquiry into the incident will be conducted by the Head of Ellis Reference Services.

REFERENCE ORGANIZATION

D. Reference Organization in Ellis Library (See Appendix B.)

Ellis Reference Services is a department within the Information Services Division of UMC Libraries. It is comprised of seven subject divisional units and the General Reference unit. The seven subject reading rooms with adjacent bookstacks are:

1st Floor:	Science
2nd Floor:	Social Science; Education-Psychology; Language and Literature
3rd Floor:	Geography, History & Philosophy
4th Floor:	Art, Archaeology & Music; Library Science

A subject specialist in International Studies is also a member of the Department. Each subject area library has its own subject specialist(s) and reference collection. The General Reference unit offers basic reference services at the Reference Desk and Card Catalog Assistance Desk. The unit includes a Coordinator for Library Instruction and a Coordinator for Online Search Services. Other specialized services of the Department include Government Documents,

Library Services for the Disabled, the Recorded Sound Collection and the Current Periodicals Reading Room:

1. Government Documents--The library, as a selective federal document depository, receives 78% of the titles distributed by the Government Printing Office or approximately 28,000 documents per year. These documents include materials from the Executive side of government such as the Budget of the United States and the Economic Report of the President. Congressional materials received include Congressional bills, hearings and committee prints; Senate and House documents; and Senate and House reports. These materials are shelved together in a separate government area using the Superintendent of Documents (SuDoc) classification system. Readex microcards provide backup copy for the United States government documents and the United Nations documents.

   Also housed in the documents area are three specialized microfiche collections. The American Statistics Index collection contains non-depository documents which present federally collected statistics on a multitude of subjects. The Declassified Documents Collection includes the text of documents which at one time were classified by the United States government but which have been declassified since 1975. The International Index to Statistics includes statistics of United Nations and inter-governmental organizations.

   In 1977, the UMC Library became a depository for Missouri State documents. Since that time, the collection has grown until it now numbers approximately 8,200. Some Missouri documents are shelved together using the Missouri Documents classification (MODOC) system. Included in this collection are the bills of the legislature and the governor's budget. Many Missouri documents are not shelved in the MODOC collection but are cataloged in LC and Dewey, as are some Federal documents.

2. Library Services for the Disabled--Library Services for the Disabled offers various alternative methods for making the resources of the UMC Library System accessible to all disabled students, staff and faculty. Services offered include searching and retrieval, individual instruction and assistance in the use of bibliographic tools, access to reprographic services and reference service.

In addition, aid is provided in obtaining text recordings from Recording for the Blind, Library of Congress and similar organizations. Several categories of equipment are available such as cassette and reel-to-reel tape recorders, braille typewriter, large-print typewriter, Perkins braillers, talking calculator, closed circuit television magnifiers, optiscope, optacon and a Kurzweil Reading Machine. The Office of the Library Services for the Disabled is located on the Fourth Floor, East Wing of Ellis, in Room 4D61. Assistance is also available in the AAM office.

3. Recorded Sound Collection--Sound recordings are housed in the Recorded Sound Collection. Located in the Art, Archaeology and Music Library, 4th Floor East, the collection contains phonograph records, reel-to-reel tapes, compact disks and cassettes. Listening rooms, headphones and listening carrels are also available for listening in the library. Records circulate for a week and tapes may not be checked out of the library. A special card catalog in the Recorded Sound Collection lists the titles of all records and tapes.

   Tape copies of sound recordings (especially anthologies of listening for classes or exams) are made in the Recorded Sound Collection for faculty members. Copying is never done for the purpose of avoiding the purchase of a tape or disc, nor for purposes not directly related to the curricula, research or performances at UMC. Staff members of the AAM Library are responsible for making the copies. Because it is both expensive and susceptible to damage, this equipment is not available for patrons' use or circulation.

4. Current Periodicals Reading Room (CPRR)--The CPRR is a central location (1 West) for unbound journals in Ellis Library. It generally houses the current issues of those periodicals appearing at least twice annually, with the following exceptions:

   a. Those designated Reference periodicals

   b. U.S. government documents classed in Dewey numbers 353.8

   c. Selected United Nations documents and periodicals of other international bodies classed in Dewey numbers 354.1 to 354.19

d. Periodicals designated Special Materials, or located in Special Materials or Technical Services

e. Loose-leaf publications

f. Periodicals designated Closed Shelf

g. Periodicals otherwise judged not be true periodicals

h. Periodicals assigned to branches or departmental libraries, i.e., Physics

CPRR material is non-circulating and generally restricted to reading room use, with the following exceptions:

a. Faculty members or their representatives may borrow periodicals for out of building use for a loan period of four hours.

b. Library staff members, to include individual staff members, interlibrary loan and delayed service, and branch personnel, may borrow periodicals for in-library use.

c. Those who have an IDO for photocopying at Ellis Library Copy Service, those who prefer the special services provided by Ellis Library Copy Service, and anyone, when the CPRR copy machines are out of order, may borrow periodicals to take to the Ellis Library Copy Service.

SECTION II. LIBRARY USERS

GENERAL STATEMENT

A. General Statement--No discrimination is made between university and non-university users when giving routine reference service, since the University Libraries are a publicly supported information resource. However, in the case of a time-consuming inquiry or of a request for special services, the question of the user's affiliation may arise and some distinctions may have to be made. Guidelines for making some of these decisions are given below. In applying the guidelines, the reference librarian must use his or her own judgment. When in doubt, such inquiries are referred to the unit or department head.

GUIDELINES B. Guidelines for Providing Special Service

TIME-CONSUMING INQUIRIES

1. Time-consuming Inquiries--As a general rule, if a library user not affiliated with the University has access to a library intended to serve his or her needs which is adequate for his or her purpose, he or she should be referred to that library for assistance. In cases where Ellis Library has special resources in staff or materials and the needs of the user seem to warrant it, assistance beyond the routine may be given. Priority for such service, however, is given to members of the University academic community.

LEGAL, STATISTICAL AND MEDICAL QUESTIONS

2. Legal, Statistical and Medical Questions--Reference personnel may help a patron find legal, statistical or medical reference sources but may not interpret the material or give advice, due to legal implications.

COMPUTER LITERATURE SEARCHES

3. Computer Literature Searches--Online searching of commercial data bases in many subject fields is available through the Department by appointment. (Cf. Section VI.)

CIRCULATION OF REFERENCE MATERIAL FOR ELLIS REFERENCE

4. Limited Circulation of Restricted Material--A reader who has a valid University of Missouri-Columbia student or faculty ID card may briefly borrow non-circulating materials only in exceptional circumstances. Librarians have authority to make discretionary loans for reference materials in their own areas.

ORIENTATION TOURS

5. Orientation Tours--Orientation tours provide an opportunity to familiarize students with Ellis Library. Requests for library orientation/instructional tours will be honored when staff and time are available. Such requests should be referred to the Coordinator for Library Instruction or the appropriate subject area librarian. (Cf. Section VII)

INTERLIBRARY LOAN GENERAL STATEMENT

6. Interlibrary Loan

a. General Statement--Borrowing Policies--Because advanced research sometimes requires more resources than those available on the UMC campus, faculty, staff and students (graduate and undergraduate) may apply for interlibrary loan privileges. The interlibrary lending of books is a courtesy and a privilege granted by the lending institution to facilitate such research and is not a

right of the borrowing institution. Applications for interlibrary loan privileges (Form #137) are available in the area librarians' offices and at the General Reference Desk. The area librarians handle faculty, staff and graduate students in their areas and unclassified graduate students (area library to which they are sent is determined by the course for which the interlibrary loan materials are needed). General Reference librarians handle undergraduate students and staff not in teaching departments. In general, our interlibrary loan policies are governed by the American Library Association's National Interlibrary Loan Code, 1980. (See Appendix C.)

TYPES OF MATERIALS

b. Types of Materials--The Interlibrary Loan Librarian will try to obtain materials normally available according to the provisions of the National Interlibrary Loan Code. In addition, that librarian will usually request materials (or pages) missing from the UMC collections. Ordinarily, material cannot be borrowed:

(1) If it has been microfilmed and rights have been assigned to a profit-making corporation. This applies primarily to dissertations written at schools cooperating with University Microfilms.

(2) If it is a volume of a periodical. Most libraries do not lend runs of periodicals. If a patron requests a specific article, we can try to obtain a xerox copy at no charge to the patron.

(3) If it is in the collection of Ellis Library or one of its branches.

(4) It is rare or valuable, including manuscripts.

(5) It it is a pamphlet or ephemeral material. This type of material is not usually lent, but libraries often will photocopy, if physical condition permits.

FORM OF REQUEST

c. Form of Request--Requests should be submitted on the Interlibrary Borrowing Request Forms (#132) available in the area librarians' offices and at the General Reference Desk.

These forms should be signed and dated by the person requesting the interlibrary loan and turned in to that office. Students must also complete and return the Application for Interlibrary Loan Privilege Form (#127) which must be signed by their faculty advisors.

Reference librarians are responsible for the bibliographic verification of interlibrary loan requests. Verification is written proof that the material actually exists, in some bibliographically acceptable source, as it is given on the loan request. Write verification and the library locations (if available) in the lefthand margin of the form. If possible, give at least 7-10 locations, selecting schools in the Big 8 Conference when possible, because we get xerox and exchange on a courtesy basis from them (OKU, OKS, NbU, KU, KKS, CoFS, CoU, IaAs). The closest schools, geographically, are of course preferable. The typed and verified requests are turned in to the Interlibrary Loan Office within 24 hours, if possible.

Search on OCLC, if you wish. Do not make a printout; all you need is the OCLC number. If the item has a copyright date of 1978 to date, that is all you need to do. If the item is older than 1978, search NUC, etc. for 7-10 locations. For serials, OCLC does not give specific volume information, so search ULS/NST, too.

USE OF ILL MATERIALS

d. Use of Interlibrary Loan Materials--Interlibrary loan materials must be picked up and returned to the area which initiated the order. Readers must return material on time and comply with the regulations and restrictions placed on materials by the lending libraries and the Interlibrary Loan Office. Repeated failures to do so will result in suspension of the reader's interlibrary loan privileges.

Renewals should be requested from the librarians at least three days before the due date. Interlibrary loan materials may be recalled at any time by the lending library. Borrowers are responsible for the cost of replacement or repair of lost or damaged books.

SECTION III. PRIORITIES

GENERAL STATEMENT

A. General Statement--The Ellis Reference Services Department gives priority to all activities involving direct service to library users. Supporting activities, although essential to maintain the quality of these services, must take second place.

SERVICE

B. Service to Individual Readers

FIRST PRIORITY

1. First Priority--As a general rule, service to library users who come to the reference areas takes priority over any other activity. In case of conflict, reference staff unable to meet their reference desk obligations must find a replacement. Personal illness is the only exception to this rule. In those cases, the person who is ill will notify his/her supervisor. Reference staff should try to schedule appointments, meetings, and supporting activities at times when it is expected that library use will be relatively light. All reference staff should inform the Head of Ellis Reference Services Department regarding extended "away-from-desk" work, so that they may be found when needed.

"ON CALL"

2. "On Call"--All reference librarians, even though they are not scheduled at the desk, are on call to help during peak periods and when specific reference questions requiring their subject expertise arise.

TELEPHONE CALLS

3. Telephone Calls--In accordance with the rule in paragraph No. 1 above, the user who comes to the reference desk takes priority above the person who calls on the telephone or who has left an inquiry at the desk. For instructions on answering the telephone, see Desk Service: Telephone: Incoming Calls (Cf. Section IV.B.1.).

PRIORITIES AMONG WAITING READERS

4. Priorities Among Waiting Readers--In cases where there are two or more library users waiting, help should be offered first to the person who has been waiting the longest. If it appears that the answer to the inquiry will take a little time, the staff member may deal first with the questions which can be answered immediately, if this is agreeable to the persons waiting.

PENDING REFERENCE INQUIRIES

5. Pending Reference Inquiries--If the immediate needs of readers who are in the library or who are telephoning are being adequately taken care of, next priority should be accorded to following

up inquiries not answered when they are taken while on desk duty. All such questions must be dealt with immediately by the person who accepted them unless other arrangements have been made or service to users who are waiting interferes.

6. Follow Up--It is important to encourage library users to let reference librarians know if they, the users, do not locate satisfactory answers to their questions. When able, reference librarians should check back with users who appear to be having difficulty in using sources in the reference area. If a librarian offers to work on an extended reference question, i.e., one which requires lengthy research after the user has left the reference area, or if a question is taken over the phone, care should be taken to record the user's name and phone number(s) so that answers may be supplied as soon as possible.

7. Approaching Library Users--As time permits, it is important for librarians to offer to assist users who appear to be uncertain in their use of library resources.

INSTRUCTION

C. Instructional Services--Library and bibliographic instruction for groups has the next major priority among tasks performed by reference staff. Reference staff are expected to be available when they are not scheduled on a desk or assisting individual readers; this assistance may take the form of actual instruction or the preparation of materials for instructional purposes (Cf. Section IV.A.2.h.2.).

SUBJECT SPECIALISTS

D. Subject Specialists--Members of the Reference Services Department also have special responsibilities in selection and collection development. As a general rule, service to readers must take precedence if there is a conflict of priorities.

SECTION IV. DESK SERVICE

GENERAL STATEMENT

A. General Statement--Reference and information services are provided at the General Reference Desk and in each of the subject area libraries. These services are available to individuals who come to the library and to those who request assistance over the telephone or through correspondence. Although telephone and correspondence reference services are an integral part of reference and information services, priority should always be given to users who come to the library.

The staff of Ellis Reference Services works as a team composed of members of varied rank with primary assignment in specific units of the Department. As need arises, assistance in units other than the primary unit may be required and requested by the Head of the Department. Although there is some division of labor, any staff member should go to the assistance of a library user waiting for service.

The units of Ellis Reference Services which provide reference and information services vary in size from a unit with one staff member responsible for all activities, to a unit with many staff members of varying classification levels whose only responsibilities at assigned times are to provide reference and information services. The diversity of these units should be recognized and will result in some variations in service capabilities.

STAFFING

Staffing patterns and hours of service for each public service unit reflect, within budgetary limitations, the needs of the users. It is the policy of the Department to staff a central reference desk (at General Reference) all hours that the library is open, with the exception of late night hours. At least one professional librarian should be on duty most of these hours. However, during slack periods on the weekend (e.g., Saturday morning), a trained graduate library science student may staff the desk. Whenever possible in the subject area libraries, a librarian should be available to assist users during the hours that a unit is open. This is obviously not possible all hours in those units with a single librarian.

1. Nature and Extent of Responsibilities of Staff on Desk Duty

PRIORITIES

a. Priorities--The primary responsibility of reference staff on desk duty is provision of direct personal service to readers who come to the reference desk center for assistance, or who call by telephone. (See Section III concerning priorities.)

NOTE MESSAGES

b. Note Messages at General Reference Desk--Reference staff are responsible for reading the messages attached to the desk as soon as they come on duty. The purpose of this is to record information and special short-term instructions needed by staff on desk duty. Messages should be left by staff on desk duty as appropriate. Examples of such messages are: (1) notes concerning class assignments

involving use of reference materials; (2) notes concerning procedures for answering a difficult question being asked repeatedly at the desk.

INFORMATION NOTEBOOKS

c. Information Notebooks--These notebooks contain collections of materials brought together to serve the special informational needs of reference staff on desk duty. Detailed information on specific procedures to be followed at the reference desks should be included as well as general information on policies and procedures of other departments in the library and the University.

APPROACHABILITY

d. Approachability--Reference staff on desk duty must be constantly aware of how approachable they appear to library users who are in need of assistance. Being approachable is a first step in encouraging users to seek assistance at the desks. Users need to be educated to the fact that individual assistance is the primary responsibility of staff on desk duty, that reference staff members are interested in the problems that face library users and are willing to help. Since the attitude and behavior of staff on duty go a long way towards creating an image of the entire library, reference staff should strive to make that image a positive one.

SLACK PERIODS

e. Activity During Slack Periods--During slack periods at the desk, staff may work on collection development details, examine new reference materials, read professional literature, etc., as long as it does not interfere with provision of desk service. They may walk the floor occasionally to see if they can be of assistance to readers working at the card catalog or in the reference area. Staff may also replace card catalog drawers in their proper locations. Staff must be careful not to become so engrossed in other work that they discourage the approach of users or fail to see readers in need of assistance at the card catalog.

STAFFING LEVELS

f. Staffing Levels--Staffing patterns and hours of service directly reflect, within budgetary limitations, the needs of the users. Desk hours should be posted in a visible location.

LEAVING THE DESK/OFFICE UNSTAFFED

g. Leaving the Desk/Office Unstaffed--Should it ever be necessary to leave the desk or office unstaffed for more than a few minutes, a sign

which states when the person on desk duty will return should be placed in a visible location on the desk or door. A staff member's absence from the desk or office should never be so prolonged as to interfere with the rights of others who are waiting for service.

HOLDING MATERIALS FOR PATRONS

h. Holding Materials for Patrons--Reference books, materials that have been collected to answer a reference question, or "in process" materials may be held for patrons in designated areas behind the reference desk. Each item being held should contain a slip stating for whom the item is being held and how long it should be held. The Circulation Department will hold circulating materials behind the circulation desk for patrons. Personal belongings will not be held behind the reference desk.

STUDENTS WITH DISABILITIES

i. Assisting Students with Disabilities--Reference staff should aid students with disabilities with the card catalog and book retrieval when requested. If more extensive help is required, students with disabilities should be referred to the Library Services for the Disabled Office.

2. Handling General Inquiries

GENERAL STATEMENT

a. General Statement--It is expected that judgment will be used in determining which questions can be handled to completion by the staff and which ones are best answered by providing guidance in selecting sources to consult. In the first category are directions, general questions concerning library holdings, and ready reference questions involving specific facts easily determined from standard sources.

REFERENCE INTERVIEW

b. Reference Interview--Try to determine exactly what the library user wants to know before starting to search. In many cases, the original question is too general and must be refined by additional questioning of the library user. Determine his or her time frame and depth of information needed. Establish rapport with patrons, restate the question in other words to encourage him or her to supply any pertinent information lacking or unclear in the original question.

DIRECTIONS

c. Directions--Accurate and courteous directional assistance is the responsibility of all department staff. Directional assistance may involve physical directions to the location of a resource, person, etc. Also, questions concerning library policies and services are considered directional questions for statistical purposes. In giving directions, explanations should be given, when possible, with reference to appropriate printed aids available at the General Reference Desk and in the subject area libraries (e.g., Book Location Directory Guide, Campus Guide, etc.). With a clear explanation and printed information, the patron may then be able to find his or her own way the next time he or she has a similar question.

LOST AND FOUND

d. Lost and Found--Found items should be delivered to the desk at the back door as soon as they are discovered. Inquiries about lost items should also be referred to that desk. If one thinks that a "lost" item was stolen, a guard should be called to the area at that time.

LIBRARY POLICIES

e. Library Policies--Library policies are explained to patrons whenever the need arises. Written policies, such as the Library Policy Manual and the Reference Services: Policies and Procedures (located in each area librarian's office), should be shown to the patron as necessary. If a given policy needs interpretation, the patron should be referred to the appropriate department head. If no resolution of a problem resulting from a library policy is reached, the patron should be referred to the next higher level of supervision.

LIBRARY HOLDINGS

f. Library Holdings--In giving information on library holdings, the reference librarian should not give a negative answer without fully verifying the item requested and checking in all appropriate sources. This applies especially to periodicals which are often inaccurately cited. The card catalog should be checked for periodical titles not appearing in the Serials List. If the requester does not want to wait until this can be done or is satisfied with a less than complete search, be sure to indicate that a more thorough search might locate the material wanted. In most cases, there is a limit of five

citation-searches per patron in order to be fair to all patrons. When it has been established that material needed by a reader is not available in the library, suggestions may be made concerning other possible locations which may be appropriate, such as another library, a bookstore, etc.

INFORMATION SERVICE

g. Information Service--Answers to questions should be based on data in standard reference sources in most cases. The printed information should be shown to the reader or, in the case of a telephone inquiry, the source of the information should be cited. The reference librarian should not vouch for the accuracy of a particular answer or source, although in some instances an indication of its reliability may be given. The reference staff will not normally cross-verify answers except in the case of obvious discrepancies.

RESEARCH AND/OR INSTRUCTION

h. Research and/or Instruction--In a second category are questions which require much longer, more detailed answers, e.g., questions concerning search strategy for information in a specific field, perhaps involving several forms of material (periodical articles, books, government documents, etc.) or questions which will require a search through a number of specialized sources which are located some distance away from the desk area.

When these more complicated, time-consuming questions arise at the desk, there are several possible procedures to follow: for example, (1) arrange for another staff member to take your position at the desk, (2) ask a subject specialist to take over the problem, (3) inform the reader courteously that the question will probably take considerable time to answer fully and ask if he or she is willing to come back later for an answer, or for individual help in locating the answer. The reference staff member is expected to use his or her own judgment in determining the most appropriate response and also to be considerate of the reader and any colleague who is asked for assistance.

(1) Amount of Service--It is important that an effort be made to provide the best possible service at all times. Some

guidelines that may be followed are given below:

(a) Always try to suggest some sources and specific headings (in the public catalog, an appropriate index or bibliography, etc.) and encourage the reader to come back for further suggestions if the results are not satisfactory.

(b) If the student is beginning his or her own search and is unfamiliar with the relevant sources, the librarian may want to suggest that he or she make an appointment with one of the reference staff for a conference on how to make full use of library resources in that field. Such a conference will enable a reference librarian to give much more assistance to an individual student than is possible on the spur-of-the-moment at the busy reference desk.

(c) If the librarian is unfamiliar with what sources might be available and wishes to investigate when he or she has more time, the librarian should write a description of the subject and arrange to report to the reader on the question later.

(d) When likely sources of information are known but a search of them will be very time-consuming, or require specialized knowledge which no one on the staff has, the librarian should suggest that the reader do the search for himself or employ an outside research assistant.

(e) When the search appears to require a quick check of a large number of potential sources which would be difficult to explain to a reader, the reference staff member may, if the purpose of the question seems to justify it, invest a reasonable amount of time on the research.

INSTRUCTION

(2) Instruction--Informal instruction in the use of records, bibliographic tools, and

other sources in the reference collection should be a routine part of reference service. The librarian should encourage the reader to follow the steps as the librarian seeks out the information or sources, but the librarian should never force instruction on a reader who asks a simple question which can be answered by reference to one or two sources. Reference staff should be alert to the kinds of questions that indicate a need for instruction; in general, they will fall into two main categories: (1) occasions when a reador is looking for material for a paper, speech, or other project; (2) when a reader seems unfamiliar with the use of a particular reference tool and indicates an interest in learning how to use it effectively. Reference staff should also be alert to questions indicative of class assignments where formal library instruction for the entire class might be more fruitful than answering individual questions at the reference desk. If possible, attempt to determine the nature of the assignment, the due-date, and the name of the instructor. This information should be referred to the appropriate librarian, who will then judge whether the instructor should be contacted. (Cf. Section VII.)

3. Handling Problem Inquiries

QUESTIONS RECEIVED AT CLOSING TIME

a. Questions Received at Closing Time--Whenever possible, handle questions received at closing time to completion, even if it means working overtime. However, if the question seems very involved, or you have other commitments which prevent you from working overtime, ask the reader to return for assistance at a time when the desk will be staffed. (Reference desk hours should be posted in a visible location.) Fill out a reference question form, summarizing the main points of the inquiry, so that you or the staff member coming on duty in the morning will be able to handle the question to completion at the time agreed upon with the reader.

GENEALOGICAL QUESTIONS

b. Genealogical Questions--Genealogical questions are those which involve the tracing of lines or details of family history, and not

just the identification of a person, or the finding of brief biographical "who's who" type information. Such tracing questions are referred to either the Geography, History and Philosophy Library (3-East) or the Missouri State Historical Society Library, 3 Ellis Library.

QUESTIONS RELATING TO TAKE-HOME EXAMS, CONTESTS, PUZZLES, ETC.

c. Questions Relating to Take-Home Exams, Contests, Puzzles, etc.--The reference staff will not aid persons in finding answers for take-home exams, or for radio, newspaper, or TV quizzes and puzzles. In some cases, the basic reference tools that might be used to find needed answers will be indicated.

APPRAISALS

d. Appraisals--Books: Reference staff should refer patrons to published sources on used book prices. Library staff do not appraise items. Art Works and Other Artifacts: Appraisals of value and authentication of objects for owners or collectors is the domain of professional dealers, and occasionally museum staff members. Librarians have neither the expertise or time to assist patrons in specific identifications; however, these sorts of queries can be dealt with as reference questions. For purposes of verification, there are many catalogs and guides for collectors in fields such as art, antiques, coins, books, prints, etc.; there are also price guides such as those put out by Lyles' Sotheby's, etc. Patrons may be cautioned that prices are extremely volatile, tempered by markets and changing tastes in collectibles.

4. Measurement and Evaluation of Reference Service--The measurement and evaluation of reference and information services is the responsibility of the reference librarians, unit heads, the department head and the library administration.

STATISTICS REPORT

a. Statistics--In order to document the reference service activities of the Department and to serve as a basis for management decisions and review of these services, each departmental unit keeps daily statistics on inquiries received. Each staff member engaged in reference and information service has the responsibility for accurately recording these inquiries. Interlibrary loan requests are separately reported, as are certain types of circulation functions. It is recognized that these statistics represent only a portion of the activities and output of the Department.

DEFINITIONS TO BE FOLLOWED

b. Definitions to be Followed for Recording Statistics--Each question is counted once, regardless of the number of sources consulted. However, each question asked by a user is recorded if the user asks more than one question about more than one subject.

(1) Reference Question--A reference transaction is an information contact which involves the use, recommendation, interpretation, or instruction in the use of one or more information sources, or knowledge of such sources. Information sources include:
(a) print and non-print materials;
(b) machine-readable data bases;
(c) library bibliographic records;
(d) other libraries and institutions; and
(e) persons both inside and outside the library.
A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction even if the sources are not consulted again.

(2) Directional Question--A directional transaction is an information contact which facilitates the use of the library in which the contact occurs, and its environs, and which may involve the use of sources describing that library, such as schedules, floor plans, handbooks, and policy statement.

(3) Search Question--A search question is one which requires more than ten minutes of time to answer.

The main distinction between directional questions and reference questions (whether regular reference or search reference) lies in whether or not bibliographic information is or was previously used by a staff member to assist a user.

INTERLIBRARY LOAN

c. Interlibrary Loan--Requests to borrow materials will be recorded in each unit responsible for verification of interlibrary loan borrowing requests. Borrowing requests received and requests filled will be recorded for monographs and serials. Monthly summary sheets

are turned in by the 5th of the following month.

CORRESPONDENCE

d. Correspondence--Letters requesting information which are answered by a staff member in a unit should be recorded under correspondence on the daily statistics sheets.

SPECIAL SURVEYS

e. Special Surveys--Special surveys may be conducted periodically to determine the relevance and effectiveness of the reference and information services offered.

5. Reporting Problems

EMERGENCIES

a. Emergencies--Reference staff are responsible for reporting emergencies by following the instructions on file at each service point. (See Appendix D.)

MISSING REFERENCE BOOKS

b. Missing Reference Books--If, after search or inventory, it is determined that reference books are missing, this fact should be reported to the Circulation staff and to the librarians involved in ordering replacements.

MISSING PAGES

c. Missing Pages--Pages missing from books or periodicals may be noticed by or brought to the attention of a reference librarian. That librarian should send the book or periodical to the Head of Copy Service for page replacement via interlibrary loan. It will expedite the process if the librarian finds library locations for the interlibrary loan first.

If the missing pages appear to be due to a publication error, and if the book or periodical has been recently received, then the reference librarian will take the item to the Order Section (if it is a monograph) or the Serials Department where a replacement will be requested for the imperfect copy.

DISORDER IN BOOK ARRANGEMENT

d. Disorder in Book Arrangement--Since disorders in book arrangement can cause serious inconvenience to users, the reference staff should pay continuous attention to maintaining the collection in good working order. Occasionally, there will be breaks in the system set up to accomplish this. Shelving problems should be reported to the shelving unit. When there is a temporary pileup of heavily-used reference books, staff members should attempt to keep the collection in good working order, reshelving books as necessary.

PUBLIC CATALOG AND SERIALS LIST CORRECTIONS

e. Public Catalog and Serials List Correction--Reference staff, like other library staff, are responsible for reporting to Technical Services any errors discovered in the Public Catalog and in the Serials List.

REFERENCE BOOK PROBLEMS

f. Reference Book Problems--Reference staff are responsible for notifying the appropriate subject librarian of any reference book problem requiring some kind of follow-up activity off the desk. For example, while working at the desk you may have occasion to use a reference work you suspect is outdated, and perhaps should be removed from reference, or be replaced by a newer edition. Such discoveries should be reported to the appropriate subject librarian.

COMPLAINTS

g. Complaints--Complaints concerning policies or functions of the library should be referred to the appropriate Department Head (or, in the case of an absence, to the Acting Head of the Department).

SUBJECT AREA STUDENT ASSISTANTS

6. Responsibilities of Student Assistants in the Subject Areas

The heads of the subject areas hire student assistants who work on a variety of tasks, e.g., interlibrary loan verification, BPR searching, office "covering," etc. These students work part-time while they are in school, and the money for their pay comes from either financial assistance (O.E.) or the library's salary and wage (S&W) budget. These students report to the heads of the subject areas and are trained by them.

TEACHING ASSISTANTS

7. Responsibilities of Library Skills Teaching Assistants

Library Skills T.A.s receive training to prepare them to teach the Library Skills course and to perform reference duties at the General Reference and Card Catalog Assistance Desks. They are supervised by the Coordinator of Library Instruction. Their responsibilities include:

(a) Teach three sections of Library Skills
(b) Assist at the General Reference and Card Catalog Assistance Desks 7-8 hours a week. General Reference desk duties include:
    (1) Assist Library Skills students
    (2) Answer reference and directional questions
    (3) Answer telephone questions in the absence of a librarian

(4) Check out reference and vertical file materials
(5) Reshelve reference materials and card catalog drawers

(c) Attend weekly meetings

B. Telephone Inquiries

1. Incoming Calls

PRIORITIES

a. Priorities--As stated in Section III.B.3., the user who comes to the desk takes priority over the person who calls on the telephone. However, the phone should be answered even if all the desk staff are working with readers, since constant ringing will disturb patrons using the room. If the phone call interrupts service you are giving to a reader at the desk, ask the person on the phone if he can wait or if you can phone back later with the answer to his question. If the desk staff are helping readers in other areas of the floor, the phone may be left to ring. However, the phone should serve as a reminder of the need to return to the desk as soon as possible.

SERVICE STANDARDS

b. Service Standards--The telephone is one of the most important means of providing and arranging for service to library users. Members of the reference department are responsible for maintaining the highest possible standards of telephone service. Since the manner in which telephone inquiries are handled has a direct bearing on both the operation of the department and the public impression of the University Library, it is important that the telephone techniques outlined below be practiced:

(1) Develop a pleasing telephone manner
--Make a caller's first impression a good one.

(2) Identify the department
--So that the caller knows immediately that he has reached the right department.

(3) Give personal service
--Treat callers as individuals. Take the time to be polite.
--Do not leave a person holding the line for more than a few minutes while you search for an answer. If a search is going to take more than 2-3 minutes,

arrange to call the reader back at a specific time. Explain that the information will be left with the staff member then on duty.

(4) Handle calls to completion (See also Checking Records below)
--Many callers do not know the person who can help them. You may have to transfer them to the right person. Calls may be transferred, but give the number to the caller in case you are cut off in trying to transfer the call.
--If you know that the information a caller wants is to be found in specialized sources and can be better provided by another department, make sure the caller knows whom he should consult and the type of service he can expect. In some cases, it is best to refer the caller to a specific person by name and title.

(5) Recognize service priorities
--Answer all general information calls which can be answered in a few minutes' time without questioning the status of the caller. Whenever possible, answer the inquiry rather than switch the call to another extension.
--Complicated questions are often better answered if the caller is encouraged to come in person to the library.

PAGING READERS

c. Paging Readers--The library has no paging system and does not usually attempt to locate patrons or deliver messages. In case of an emergency, however, the guards should be called upon to locate the needed person.

MESSAGES

d. Messages--In the case of an emergency, the Guards can be asked to leave a message by the exits and elevators.

CHECKING RECORDS

e. Checking Records--The Reference Department receives a number of phone requests each day for catalog information. Requesters should be informed that no more than five titles are to be verified in the card catalog for each caller.

If additional verification is needed, do not refer callers to technical services departments. Whenever possible, call the area on another extension or consult the records yourself.

CIRCULATION INFORMATION

f. Circulation Information--If a caller inquires about whether a specific book for which he has obtained the call number is actually in the library, inform him or her courteously that is not possible to look on the shelves but that the circulation records can be checked to see if the book is checked out. Closed Shelf inquiries should be referred to the AAM Office, and recorded sound inquiries should be referred to the Recorded Sound Collection.

QUESTIONS ABOUT LIBRARY POLICIES

g. Questions about Library Policies--Answer questions concerning general library policies if the inquirer simply wants to know what the policy is. However, if the question concerns interpretation of policy, or an individual problem affected by a policy, refer the inquirer to the department responsible for carrying out that policy.

PERSONAL CALLS

h. Personal Calls--Staff members who make or receive personal calls at the reference desk should use an extension other than 882-4581 and keep the calls brief. If a person on duty on a reference desk receives a personal call, he should ask the caller to call again when he is off duty.

Transfer or refer calls for other members of the library staff to the correct department and give the number to the caller for future use. If the person called is not listed in the Faculty/Staff Directory, refer the call to the Administrative Office.

EMERGENCY AND NUISANCE CALLS

i. Emergency and Nuisance Calls--In an emergency situation, such a bomb threat, try to obtain as much information as possible from the caller and write it down. Notify the Campus Police at once, then the Administrative Office. (See also Appendix D.) Nuisance calls should be dealt with as quickly and unemotionally as possible. If they persist, notify the University operator.

2. Outgoing Calls

GENERAL GUIDELINES

a. General Guidelines--When placing official calls, always identify yourself as a member of the Reference Services Department of Ellis Library.

READER USE OF TELEPHONE

b. Reader Use of Telephone--There are three public telephone areas available for patron use: two pay telephones on the 1st floor, a pay telephone on the ground floor near the elevator and a free telephone at the West exit. Patron use of office telephones is left to the discretion of area personnel, but is generally discouraged. The General Reference Desk telephone is not available for patron use.

CIRCULATION OF RESTRICTED MATERIALS

C. Circulation of Restricted Materials

1. Circulation for Use Outside the Library--In general, reference materials are not circulated outside the library, so that they will be accessible to as many users as possible for the whole period the library is open. Many such materials, e.g., periodical indexes, the latest editions of standard encyclopedias and almanacs, are in such constant demand that they cannot be taken from the building without causing severe inconvenience to other library users. The reference needs of the majority must take priority over the needs of a single individual.

   However, since some reference materials are in much less demand than others, reasonable requests to borrow less heavily used titles for brief periods of time may be granted, e.g., to take the item to another building for copying purposes. Eligible borrowers, after receiving approval from a reference librarian in the area in which the reference book is housed, can have reference books checked out manually at the General Reference Desk or in the appropriate area librarian's office. Materials should then be taken to the Circulation Desk for desensitizing.

RENEWALS, RECALLS, FINES

2. Renewals, Recalls, Fines--Reference material checked out of the building may be renewed if an extended loan period is not likely to inconvenience other users. Renewal of reference material must be approved by the appropriate subject librarian. Reference books are subject to immediate recall by phone if urgently needed by someone else - regardless of the hour due. There are no fines for overdue reference materials unless the material has been recalled, in which case the same fines are levied as for reserve materials.

IN-BUILDING USE

3. In-Building Use--In general, reference books should be used in the area in which they are shelved so that they can always be located quickly when needed by others. Reference books should be reshelved periodically throughout the day to help insure efficient use of the collection.

HIGH-RISK BOOKS

4. High-Risk Books--Unlike reference books shelved in other locations, the disposition of books shelved in Room 202E must be known to the reference staff. Any reader making use of such books can be asked to sign for them or leave identification. The purpose of this is simply to maintain control of these books, since they are often in heavier demand than other reference books, and it is vital for the staff member to know which of these books is in use at any given time.

NIGHTS, WEEKENDS, SKELETON STAFF DAYS

D. Service at Night, Weekends, Skeleton Staff Days

The General Reference Desk is the central location staffed evening hours, weekend hours and holidays when the library is open (skeleton staff days). On weekends and skeleton staff days, it is the only place where reference service is provided (along with informational service at the Information Desk). All professional staff of the Department share in working during these periods.

WEEKDAY EVENINGS

1. Weekday Evenings--The General Reference Desk and Social Science Library provide evening reference service according to a schedule established at the beginning of each semester. The remaining subject area libraries are not individually staffed in the evenings. Patrons may ask for assistance in these subject fields at the General Reference Desk. However, advanced subject questions or extended search questions in these subjects may need to be referred to the subject area librarians the next day.

WEEKEND AND SKELETON STAFF DAYS

2. Weekend and Skeleton Staff Days--The General Reference Desk is staffed scheduled weekend hours and skeleton staff days. Since it is the only service point where reference service is provided, the staff on duty usually will not be able to accompany a patron to other subject area libraries. Advanced subject questions or extended search questions may need to be referred to the subject area librarians the next regular work day.

MATERIALS IN LOCKED OFFICES

3. Materials in Locked Offices--There may be times when some materials needed by patrons in the evenings or weekends will be located in locked offices. With the exception of 202E, reference staff on duty should not attempt to gain entrance to other staff members' offices, as locating and checking materials out of offices can often lead to subsequent follow-up problems. The practice of having library materials in offices will be followed as a last resort to other workable alternatives.

EMERGENCIES

4. Emergencies--All staff on duty evenings and weekends should be familiar with the Emergency Procedures at the General Reference Desk, copies of which are on file in each area library office. (See Appendix D.)

BUILDING PROBLEMS WEEKENDS AND EVENINGS

5. Building Problems Weekends and Evenings--Staff members on duty are responsible for reporting building problems which they recognize or have reported to them by notifying security guards who will call the Campus Police.

RECORDS IN TECHNICAL SERVICES AREA

6. Records in Technical Services Area--Records kept in the Technical Services area (such as the shelflist) will generally not be accessible at such times. If a reader needs information from these sources, make a record of the request and follow it up the next working day.

E. Inquiries for Material not on Open Shelves

GENERAL STATEMENT

1. General Statement--Reference librarians will advise or assist readers who are seeking material not available to them on open shelves, including rare books, manuscripts, university archives and materials in process or storage.

RARE, ETC.

2. Rare Books, Manuscripts, University Archives--Readers who inquire about these materials will be referred to the card catalog and/or Special Collections.

IN PROCESS/ STORAGE

3. Materials in Process or Storage--Readers requesting such items will be asked to leave the appropriate information at the reference desk. If Technical Services (or the storage area) is closed, or if the work load at the reference desk does not permit the reference librarian to leave, the inquirer will be informed of a time when the item will be available at the reference desk and the information will be placed on the desk.

SEARCH PROCEDURES

4. Search Procedures

   a. Materials in Process--If a relatively new title is not listed in the card catalog, the reference staff member should check the microfiche Open Order and Book History lists to determine if the item is on order or in process. If the item has been received, it is sometimes possible to ask the Head of the Search/Cataloging Department to try to locate the book and catalog it; Circulation will hold the book for the patron.

   b. Materials in Storage--If a reader cannot find a book on the shelves and has determined that it is not checked out, a librarian/staff member may check the microfiche Annex List to see if the book is there. It is helpful to advise the reader of the hours the Annex is open.

F. Referrals

GENERAL STATEMENT

1. General Statement--A reasonable effort must be made to answer every reference question. When the staff member receiving the question has been unable to answer a question satisfactorily after having consulted the known sources, or has reason to believe that the question cannot be answered by sources at that reference point, he or she should refer the reader to another source of information, if possible.

REFERRALS TO COLLEAGUES

2. Referrals to Colleagues--The staff member on duty should ask colleagues for advice and/or assistance as necessary but should not refer readers to the latter without first notifying them of the problem, and telling them what sources have already been checked. Verbal communication is best, but if this is impossible, leave them a short note so that they will be aware of the problem when the reader returns. It needs to be remembered that not everyone at a particular station knows the complete reference collection by memory. Patrons must be trained to think of the card catalog as the major access to the collection.

REFERRALS TO OTHER SERVICES

3. Referrals to Other Services--In general, do not refer a reader to a colleague in another department, another library, or to a service without calling ahead to make sure they can be of assistance. This is a courtesy to both the library

user and the person or institution to which he is referred. When referrals are made which require long distance phone calls, the library user is generally encouraged to make the call him/herself in case clarification is necessary. For simple questions, the librarian who has easy access to a WATS line may make the call.

Referrals taken on evenings and weekends when the area libraries are not fully staffed should be written down and given to the appropriate person the following day so that they may be prepared when the library user arrives.

If a library user is referred elsewhere, encourage him or her to return if that referral is unsuccessful for some reason.

ASSISTING AT THE CARD CATALOG

G. Assisting Users at the Card Catalog

1. Responsibility--One of the chief responsibilities of the reference staff is instruction in the use of the public card catalog. Since an understanding of the catalog is a key to self-sufficiency in library use, the staff member on desk duty should, when possible, accompany the reader when he or she has a question concerning the catalog.

2. Kinds of Problems--When a person cannot find a specific entry in the catalog, it may be that:
   (a) his or her information is incomplete
   (b) he or she doesn't understand the library's filing system
   (c) he or she is using the author-title catalog instead of the subject catalog, or vice versa
   (d) the card for which he or she is searching has been misfiled (a search under title as well as under author is wise)
   (e) the library does not own the book
   (f) the item wanted is owned by the library but not represented in the catalog (e.g., some microforms, documents, maps)

   If the information is incomplete or possibly incorrect, try to verify the item before informing the reader that the library does not own it.

   The reader may need help in establishing the correct subject heading. This is the time to introduce him to the Library of Congress Guide to Subject Headings, and to other ways of identifying the appropriate subject entry.

3. Offering Assistance--If someone appears to be having difficulty at the catalog, ask if he/she needs help. Staff members should use their own judgment in identifying such situations.

DONATIONS

H. Donations of Books or Periodicals

GENERAL STATEMENT

1. General Statement--Occasionally donors, unaware of the existence of Gifts & Exchange, will contact the reference desk, with their donation in hand, or with questions.

MATERIAL BROUGHT TO DESK

2. Material Brought to Desk--Books or periodicals brought to the reference desk by a donor can be accepted by a reference librarian. A slip bearing the name and address of the donor, the day's date and the number of items will be placed with the gift which will be delivered to Gifts & Exchange.

TELEPHONE INQUIRIES

3. Telephone Inquiries--Callers will generally be referred to Gifts & Exchange.

SECTION V. BIBLIOGRAPHIC SERVICES

REFERENCE INITIATED

A. Reference Initiated--When time and resources are available, the preparation of bibliographies by staff members is authorized.

USER REQUESTS

B. User Requests

1. Preparation of Bibliographies and Search Guides--Preparation of bibliographies is done at the discretion of the individual librarian as time permits. Generally, bibliographies are compiled only if they will be of use to a large number of patrons. The Department staff compiles and maintains a series of Search Guides which lead to materials on topics of general interest, geared to the use of undergraduates. New guides are developed as major topics appear in the news or are of wide interest to library patrons.

CHECKING BIBS

2. Checking Bibliographies--Reference personnel will provide limited assistance, dependent upon time and staff available, in the checking of bibliographies against the library's holdings - as an aid to class instruction or collection development. If the lists are long ones, library users

will be aided in performing this task for themselves. Subject librarians will handle requests for checking bibliographies and reserve book lists.

SECTION VI. COMPUTER-ASSISTED LITERATURE SEARCHING (LITQUEST)

GENERAL STATEMENT

A. General Statement--Retrospective and current awareness searching of publicly available databases is available to anyone on a partial cost recovery basis. LITQUEST searches are conducted by trained reference librarians on an appointment basis. LITQUEST/After Dark searches are conducted by library patrons themselves.

LITQUEST COORDINATOR

B. The LITQUEST Coordinator is responsible for planning and development of all LITQUEST services.

REFERENCE STAFF

C. Every reference librarian is expected to be able to provide patrons with basic information about computer-assisted literature searching. Selected members of the Reference Staff are trained to be search analysts. Individual search requests may be fielded directly by reference librarians or referred by the LITQUEST Coordinator to reference librarians. LITQUEST procedures are outlined in Appendix B.

LITQUEST (DAYTIME)

D. Daytime LITQUEST searches are conducted on an appointment basis. Patrons must fill out a search request form and are requested to be present at the time of their search. Search analysts should brief patrons on the estimated cost of their search. Payment for a search is due at the time the search is completed and all results are received by the patron.

LITQUEST/ AFTER DARK

E. LITQUEST/After Dark allows library users to perform their own computerized searches. L/AD is available during scheduled non-prime hours (evenings and weekends). Time at the terminal may be reserved in advance. Payment for a LITQUEST/After Dark search is due at the time the search is completed. Patrons with search topics that are complex or in need of comprehensive coverage should be referred to the daytime LITQUEST service.

SECTION VII. REFERENCE CORRESPONDENCE

REPLIES

A. Who Drafts Replies--Incoming inquiries to Reference are referred to an appropriately qualified reference librarian for reply.

SIGNATURES

B. Signatures--A letter replying to a reference question is signed by the individual librarian answering the inquiry. Official letters, i.e., correspondence having to do with the policies and procedures of the Department, are signed by the Head of the Department.

COPIES

C. Copies--Letters are typed in duplicate (or photocopied) so that one copy may be retained in the departmental correspondence file for a reasonable period of time.

POLICY

D. Policy for Handling Requests--Not all inquiries asking for general information ought to be answered by Reference. In general, the policy is not to provide information for the general public that can be obtained from local libraries unless the questions can be answered quickly and briefly. Nor will the reference staff complete homework assignments for students. However, replies to inquiries that are not answered should suggest a more appropriate local source of information.

The reference staff will attempt to answer letters as fully as possible when they come from inquirers who are considered authorized library users; i.e., members of the University community, particularly the staff, alumni and trustees; also state government officials, librarians and faculty from Missouri colleges and universities, and people from the local area.

PROMPTNESS IN ANSWERING

E. Promptness in Answering--Replies should be mailed back to inquirers as soon as possible. When suitable, the inquirer may be invited to use the library in person, in the event that we have neither staff nor time to answer the inquirer fully.

HOLDINGS INFO

F. Requests for Holdings Information--Specific, easily answered requests to check library records and report holdings (e.g., what title does the library own relating to a particular, narrowly defined subject) will be referred to a subject specialist for reply.

SUPPLYING PHOTOCOPIES

G. Supplying Photocopies--The library will supply pages of photocopied material as part of a reply to a reference inquiry by letter, within the limits of the copyright law. If the request is for a specific article, it is referred to the Interlibrary Loan Office. If the reference request results in photocopying which exceeds five pages, the citations and charging policy are sent to the inquirer. (Contact the Interlibrary Loan Office for current rates.) The inquirer is instructed to send the request for photoduplication to the Interlibrary Loan Office.

SECTION VIII. ORIENTATION AND INSTRUCTION

GENERAL STATEMENT

A. General Statement--The Coordinator of Library Instruction is responsible for planning and developing programs of orientation and instruction in the use of library resources and for coordinating library instruction offered within Ellis Library.

REFERENCE STAFF

B. Responsibilities of Reference Staff--The Coordinator of Library Instruction may call upon reference staff or other members of the staff (with permission of the relevant supervisor) for assistance in orientation and instruction activities.

ORIENTATION

1. Orientation--Orientation activities include:

   a. Guided tours of the building for students, faculty, interested members of the university community and visitors to the university campus

   b. Preparation of nonprint media which may complement or offer an alternative to tours and publications such as a slide tape program

   c. Preparation of publications such as "A Walking Tour of Ellis Library"

INSTRUCTION

2. Instruction--Instruction activities include:

   a. Course-related sessions for undergraduate and graduate classes

   b. Structured or assignment-related sessions for students in such classes as English 60, Technical Writing and Speech 75

c. Term Paper Clinics (an opportunity to match a student's immediate need with a service offered only during a limited period)

d. Library Skills (a one-credit hour course in the effective use of libraries, geared to lower undergraduates)

e. Preparation of handouts, publications, non-print media related to the above activities

POLICY AND PROCEDURES ORIENTATION

C. Policy and Procedures

1. Orientation

a. Reference staff should be sufficiently familiar with the route of the standard tour of the building to be able to conduct a group through it expeditiously.

b. Individuals or groups requesting tours of the library should be referred to the Coordinator of Library Instruction. Requests for tours will be honored when staff and time are available.

INSTRUCTION

2. Instruction

a. Faculty-initiated requests for library instruction for their classes should ordinarily be routed to the Coordinator of Library Instruction who will route them to the appropriate area (General Reference or subject areas).

b. Requests from faculty members requesting specialized instruction may be directed to the appropriate subject area specialists.

c. Librarians with liaison responsibilities should market this service to faculty.

d. Joint programs such as Term Paper Clinics may be planned with subject area librarians.

SECTION IX. REFERENCE COLLECTION

GENERAL STATEMENT

A. General Statement--It is the responsibility of the Ellis Reference Services librarians to assure that the reference collection is developed to meet the

needs of the academic community at the University of Missouri-Columbia. Activities to accomplish this must take second place to service to library users.

SELECTION PROCEDURES

B. Selection Procedures--These procedures are described in the "Collection Development Policy" manual compiled by Stewart Smith.

CLASSIFICATION DECISIONS

C. Classification Decisions--Some volumes processed through Technical Services are brought to the attention of the reference staff for classification decisions, i.e., whether a particular volume is to be marked "Reference," "Restricted," or to be permitted to circulate. The decisions will be made by the pertinent subject specialist. Each item will be marked accordingly and returned to the process line.

CRITERIA FOR DECISIONS

D. Criteria for Decisions--The following criteria will govern decisions:

1. Inclusion in Sheehy's Guide to Reference Books (for any book published prior to 1974). Not all Sheehy items will be classified "Reference." Some may be considered not sufficiently relevant to the teaching and research programs at the University of Missouri-Columbia. Some may be too narrow in scope, or too specialized, or too esoteric to belong in the reference collections.

2. Reference nature of the book i.e., used for finding of single definite facts and not used for consecutive reading. This characteristic is not always clearly distinguishable and in some cases is an arbitrary interpretation. There are some books which, while intended primarily to be read through for either information or pleasure, are so comprehensive and accurate in their treatment and so well provided with indexes that they serve also as reference books, e.g., The Cambridge Modern History. There are others with a reference-like title which because of their content, treatments or relationships to other library holdings are permitted to circulate, e.g., the Dictionary of Hymnology or the Handbook of Developmental Psychology. The most probable use of such works will have to be carefully weighed by the subject specialist who may seek the opinion of a faculty member.

COLLECTION ORGANIZATION

E. Collection Organization--Reference materials are organized in the manner most appropriate to their form and with a view toward efficient retrieval and effective use.

COLLECTION MAINTENANCE

F. Collection Maintenance--Reference materials will be examined, both as they are used and during inventories or reading of the shelves, for condition, usefulness and currentness. They will then be either repaired, retained, discarded, reclassified or replaced. At the same time, gaps in the collection will be noted, and needed items will be ordered.

APPENDICES

On Professional Ethics

At Annual Conference in San Francisco, the ALA Committee on Professional Ethics will present to Membership and Council this final draft of its revised statement and code. The original statement of 1975 and the revised draft of 1979 were published in AL, *November 1979, p. 686.*

Statement on Professional Ethics 1981

Introduction

Since 1939, the American Library Association has recognized the importance of codifying and making known to the public and the profession the principles which guide librarians in action. This latest revision of the Code of Ethics reflects changes in the nature of the profession and in its social and institutional environment. It should be revised and augmented as necessary.

Librarians significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, librarians are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

Librarians are dependent upon one another for the bibliographical resources that enable us to provide information services, and have obligations for maintaining the highest level of personal integrity and competence.

Code of Ethics

I. Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance.

II. Librarians must resist all efforts by groups or individuals to censor library materials.

III. Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

IV. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.

V. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.

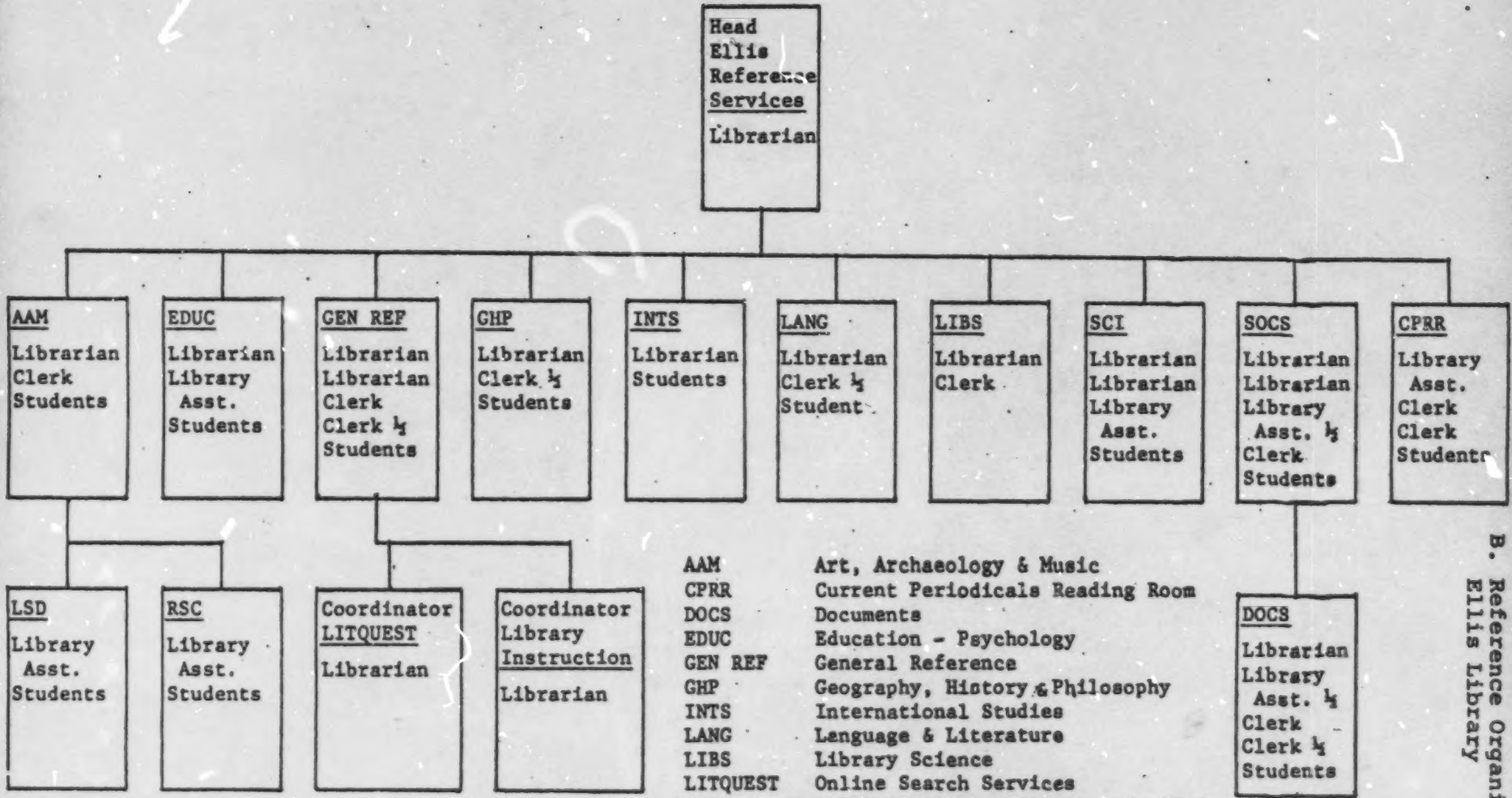
VI. Librarians must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

American Libraries, June, 1981, p. 335

BEST COPY AVAILABLE

ELLIS REFERENCE SERVICES DEPARTMENT

Organization Chart



AAM	Art, Archaeology & Music
CPRR	Current Periodicals Reading Room
DOCS	Documents
EDUC	Education - Psychology
GEN REF	General Reference
GHP	Geography, History & Philosophy
INTS	International Studies
LANG	Language & Literature
LIBS	Library Science
LITQUEST	Online Search Services
LSD	Library Services for the Disabled
RSC	Recorded Sound Collection
SCI	Science
SOCS	Social Science

B. Reference Organization in Ellis Library

NATIONAL AND MODEL INTERLIBRARY LOAN CODES

Reprinted by permission of the American Library Association

NATIONAL INTERLIBRARY LOAN CODE, 1980[1]

Preface

The American Library Association has long advocated the sharing of resources among libraries. The first draft of "some general developmental rules for the conduct of inter-library loans" was presented at the 1912 Annual Conference. In a more recent statement in *A Commitment to Information Services: Developmental Guidelines, 1979*, the Reference and Adult Services Division recognizes the "key role of interlibrary and interagency cooperation to provide adequate information services to users." The *National Interlibrary Loan Code, 1980*, a revision of the 1968 Code, is intended to improve this cooperation between libraries, to reflect current interlibrary loan practices more accurately, and to encourage the sharing of resources in a practical and efficient manner.

It is important for libraries using this code to realize that it was designed to govern or regulate only those requests being sent outside of networks or consortia. It is the policy to be used between libraries with no other type of cooperative arrangement, either formal or informal.

Cooperation among libraries is essential to an effective national interlibrary loan system. Lending libraries must be as generous as local conditions permit and borrowing libraries must exhaust local resources before turning to national or research libraries.

Introduction

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wide range of material can be made available to users. This code is designed primarily to regulate lending relations between research libraries and between libraries operating outside networks or consortia. It is recognized that through specific agreements, libraries organized geographically, by mutual subject interest, or other bases will have developed codes of their own. It is not the intent of this code to prescribe the nature of interlibrary lending under such arrangements. (See "Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries.")[2]

The effectiveness of a national system of interlibrary lending is directly related to the equitable distribution of costs among all the libraries involved. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries. Requests to national and research libraries or requests beyond networks and consortia should only be made after local, state, and regional sources have been exhausted. It is understood that every library must maintain an appropriate balance between resource sharing and responsibility to its primary clientele.

This national code contains general guidelines for the borrowing and lending of library material. Details of procedures to be used in implementing the code will be found in the *Interlibrary Loan Procedure Manual* published by the American Library Association.[3] All libraries participating in interlibrary loan should have copies of this publication and should follow these recommendations. The manual also provides information on international interlibrary loan.

The Reference and Adult Services Division, acting for the American Library Association in its adoption of this code, recognizes that the exchange of material between libraries is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

I. Definition

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

II. Purpose

The purpose of interlibrary loan as defined in this code is to obtain, for research and serious study, library material not available through local, state, or regional libraries.

III. Scope

A. A loan or a copy of any material may be requested from another library in accordance with the published lending policy of that library. The lending library will decide in each case whether a particular item can be provided.

B. Most libraries will not ordinarily lend the following types of materials:
   1. Rare or valuable material, including manuscripts;
   2. Bulky or fragile items that are difficult or expensive to ship;
   3. Material in high demand at the lending library;
   4. Material with local circulation restrictions;
   5. Unique material that would be difficult or impossible to replace.

IV. Responsibilities of Borrowing Libraries

A. Each library should provide the resources to meet the study, instructional, informational, and normal research needs of its primary clientele. This can be accomplished through its own collection or through local, state, or regional cooperative resource-sharing agreements. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy and for which there is no recurring demand.

B. The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids. These include this code, the *Interlibrary Loan Procedure Manual*, lending policies of the major research libraries, and standard bibliographic tools and services.

C. Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.

D. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law. An indication of compliance must be provided with all copy requests.

E. Requested material must be described completely and accurately following accepted bibliographic practice as outlined in the current *Interlibrary Loan Procedure Manual*. If the item cannot be verified, the statement "cannot verify" should be included along with complete information as to the original source of the citation.

F. The borrowing library should carefully screen all requests for loans and reject any that do not conform to this code.

G. Standard bibliographic tools, such as union catalogs, computerized data bases, and other listing services,

[1] Adopted by the Board of Directors of the Reference and Adult Services Division of the American Library Association, June 30, 1980.

[2] Copies of the "Model Interlibrary Loan Code for Regional, State, Local or Other Special Groups of Libraries" are available from the Reference and Adult Services Division, American Library Association, 50 E. Huron Street, Chicago, IL 60611.

[3] Thomson, Sarah Katharine. *Interlibrary Loan Procedure Manual*. Chicago: American Library Association, 1970. This manual is under revision at the present time.

BEST COPY AVAILABLE

should be used in determining the location of material. Care should be taken to avoid concentrating the burden of requests on a few libraries.

H. Standard interlibrary loan formats should be used for all requests, regardless of the means of transmission.

I. The safety of borrowed material is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement, in accordance with the preference of the lending library.

J. The borrowing library and its users must comply with the conditions of loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the copyright law and no damage to the original material will result.

K. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making the necessary arrangements.

V. Responsibilities of Lending Libraries

A. The decision to lend material is at the discretion of the lending library. Each Library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.

B. A statement of interlibrary loan policy and charges should be made available upon request.

C. The lending library should process requests promptly. Conditions of loan should be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library when unable to fill a request, stating the reason for not filling the request.

D. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of this code.

VI. Expenses

A. The borrowing library assumes responsibility for all costs charged by the lending library, including transportation, insurance, copying, and any service charges. The borrowing library should try to anticipate charges and authorize them on the original request.

B. It is recommended that nominal costs, such as postage, be absorbed by the lending library.

C. If the charges are more than nominal and not authorized by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed.

VII. Duration of Loan

A. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.

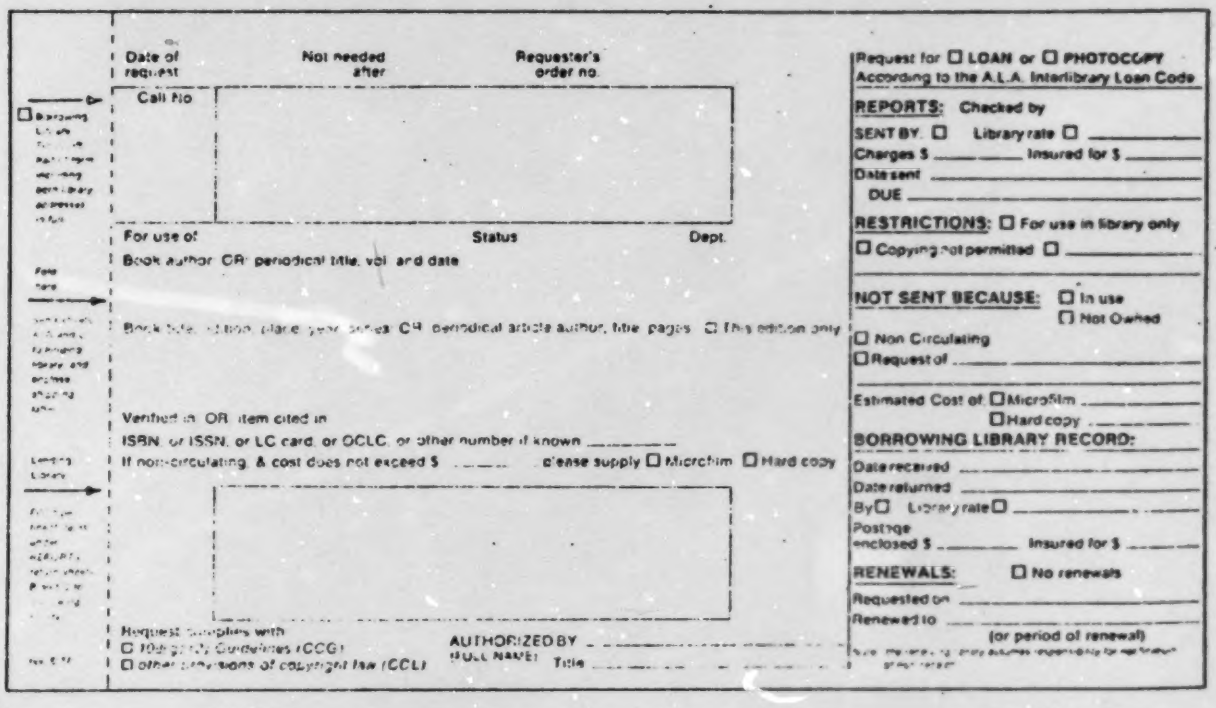
B. Interlibrary loan material should be returned promptly.

C. The borrowing library should ask for renewals only in unusual circumstances. The renewal request should be sent in time to reach the lending library no later than the date due. If the lending library does not respond, it will be assumed that renewal, for the same period as the original loan, is granted.

D. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

VIII. Violation of Code

Continued disregard of any provision of this code is sufficient reason for suspension of borrowing privileges.



The loan request form, as reproduced above, was revised and approved by the Reference and Adult Services Division Board of ALA at the Annual Conference, June 1977. It is available from library supply houses.

Reprinted by permission of the American Library Association.

BEST COPY AVAILABLE

APPLICATION FOR INTERLIBRARY LOAN PRIVILEGE

The interlibrary lending of books is a courtesy and a privilege granted by the lending institution to facilitate serious and advanced research and is not a right of the borrowing institution.

With this understanding I hereby apply for permission to borrow books on interlibrary loan for my personal use in research on the following subject:

_____

This application will be valid until June 30, 19____.

I agree to the following regulations:

That I will call for all books immediately upon receipt of notification that they have been received and are available for my use;

That the use of such books shall take priority over other work, in order that the books may be returned to the lending institutions within the time specified;

That such books will be due at 9:05 a.m. on the date specified with reserve fines being levied for their late return;

That no book borrowed for me shall be for use in a class assignment or term report, but shall be used only for the research subject stated above;

That extension of the original loan period will not be requested from the lending institution unless reasonable use of the material during the first period does not allow sufficient time to complete it; and unless a request for such extension be made at least four days before expiration of the original loan period; if renewal is granted by the lending institution a fee of $1 will be charged;

That no books or other materials will be re-borrowed for my use except on condition that I pay all transportation charges from the lending institution and return;

That I will also pay transportation charges on all books or other material borrowed for me but which I do not use or call for during the loan period;

That failure to abide by any of the above stipulations may cause the lending institutions to restrict the University of Missouri's borrowing privileges and must therefore be considered cause for cancellation of this permit and privilege.

Date: _____ Signature _____

The student making this application is working toward the degree of _____ and I recommend that he be granted the privileges sought.

Signed _____
Faculty Adviser

Form #137

INTERLIBRARY BORROWING REQUEST
University of Missouri - Columbia Library

(Please leave this entire column blank)
Libraries tried

Name _____

Address _____ Tel. No. _____

Faculty _____; Graduate student _____;

Candidate for Master's degree _____

Candidate for Ph.D. degree _____

Name of Faculty Adviser _____

Department _____

Please fill in the following blank as completely as you can.
(Indicate if volume desired is a thesis)

BOOKS

Author _____

Title _____

_____

Publisher _____ Date _____ Vols _____

Obtainable from _____

Author _____

Title _____

_____

Publisher _____ Date _____ Vols _____

Obtainable from _____

PERIODICALS *(Indicate full title if possible and give complete reference)*

Title of magazine _____

_____ Vol _____ pp _____ Date _____

Author of article _____

Title of article _____

_____

Title of magazine _____

_____ Vol _____ pp _____ Date _____

Author of article _____

Title of article _____

_____

NOTICE

WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of copyright law.

Return blank to:

BEST COPY AVAILABLE

Signature _____

Date _____

ELLIS LIBRARY EMERGENCY PROCEDURES

0.0 CONTENTS

1.0 Weather/Tornado Warning
2.0 Fire
3.0 Rain/Flooding
4.0 Evacuation
5.0 Medical
6.0 Personal Emergency
7.0 Assaults and Robberies
8.0 Drunkenness or Disorderly Conduct

1.0 WEATHER/TORNADO WARNING

1.1 The city will sound the warning siren prior to severe weather or when a tornado warning is in effect. The campus police will broadcast a warning over police radios.

1.2 Ellis security personnel will verify the situation if weather does appear to be threatening and will notify Ellis Administration (weekdays 8:00 a.m. - 5:00 p.m.), or the Circulation Desk and General Reference on evenings and weekends.

1.3 When the sirens sound during severe weather, or when notified by Security, the Administrative Offices, the Circulation staff (evenings and weekends), or the General Reference staff (evenings and weekends), all staff should assist in evacuating all personnel and building occupants to the ground floor hallways and lower stairwells. It is important to keep people away from windows and the danger of shattered glass.

1.4 Anyone trying to leave the building should be warned of the danger by either security or other library personnel; however, no attempt should be made to stop him/her.

1.5 If anyone is injured, follow medical procedures.

1.6 If a fire results, follow fire procedures.

1.7 Personnel and patrons may return to the upper floors upon clearance by either Security or the library administration.

2.0 FIRE

2.1 Security personnel, upon hearing the alarm, should go immediately to the control zone indicator box on the ground floor and determine location of alarm. They should turn off the alarm by pressing the "acknowledge" and then the "reset" buttons. If alarm resounds on "reset," push "acknowledge" but go check zone immediately before trying "reset" again.

2.2 Security personnel shall proceed immediately to area to determine if a real fire exists, or whether it is a false alarm.

2.2.1 If there is no fire, notify either the Administrative Office (weekdays) or Circulation (nights and weekends) immediately. Notify Campus Fire Inspector (2-6561; Ted Turner) if alarm will not cease on pushing "reset."

2.2.2 Try to determine cause of alarm being set off and notify Administrative Office, or Ted Turner (fire inspector at 2-6561).

2.3 In case of an actual fire (all staff):

2.3.1 If it is small (trash can, study carrel papers, etc.), use fire extinguisher to put it out and report the incident to Library Security, the Administrative Office, and/or campus police.

2.3.2 If it is bigger than 2.3.1 then pull alarm, notify Security, and evacuate the building; Library Security shall:

2.3.2.1 Make sure alarm system is set off immediately (this will normally be the second time for the alarm to go off; all staff, upon hearing this second, and continuous alarm, shall begin to evacuate the building immediately);

2.3.2.2 Notify University Police and identify himself/herself with Library location code 61 or 62;

2.3.2.3 Notify either the Administrative Office (weekdays) or Circulation (nights and weekends); and, then

2.3.2.4 Begin evacuation of the building (see Evacuation 3.0) immediately.

2.3.2.5 In case of injuries, follow medical procedures in 4.0.

2.3.2.6 As soon as feasible, Security shall notify Assistant Director for Administrative Services, at home if necessary, the Library Director, and the Recovery Director of the Disaster Action Committee.

2.3.2.7 When it is possible to re-enter the building Security shall notify staff waiting outside at all exit points.

3.0 RAIN/FLOODING

3.1 In case of rain/flooding in the building, Security should contact the Assistant Director for Administrative Services, either in his office or at home.

3.2 If the Assistant Director for Administrative Services is not available, then Security should contact the Recovery Director of the Disaster Action Committee, or his/her alternate, and the Director of Libraries.

3.3 If none of the above are available, then contact the University Police.

4.0 EVACUATION

4.1 When evacuation must occur, Security shall:

4.1.2 Set off fire alarm system,

4.1.3 Notify University Police and identify himself/herself with Library location code 61 or 62,

4.1.4 Notify the Administrative Office (weekdays) or Circulation (nights and weekends).

4.1.4.1 The Administrative Office shall notify Western Historical Manuscripts and the State Historical Society.

4.2 All library personnel shall follow any specific instructions from the senior Security guard, or University Police (when they arrive), and help them clear the building.

4.3 Security shall notify other (non-library) areas of the building, if Administrative Office is closed:

4.3.1 Western Historical Manuscripts;

4.3.2 State Historical Society of Missouri.

4.4 Begin evacuation on the fourth floor, moving downward indicating for people to use the doors indicated, per areas identified in this chart:

EVACUATION FLOW PLAN

Floor	Library	Stairwell	Exit Door
4 East	Tech. Serv.	East	East or North
	AAM	East Central	West
	Other offices	East Central	West
3 East	GHP	East	East or North
		East Central	West
2 East	SOCS & DOCS	East	East or North
		East Central	West
2 Central	Copy Service	East Central	North

1 East	SCI	Lobby	East
3 & 4 West	LIBS Spec. Coll.	3rd Floor West Central	West
2 West	LANG-LIT	West Central	West
1 West Stacks	CPRR-Reserve	Lobby West Central	North West
2 Central	EDUC/REF/CAT areas	East & West Central	East or West West
1 Central	Tech. Serv.	Lobby SCI	North or East
South		Tech Sv. Stair	
1 Central North	CIRC & ILL	Lobby	North
1 Central Ground	Admin. Offices Receiving Room	Lobby South	North West

Note: Follow exit arrows located throughout Library building.

4.5 While evacuating, direct individuals who cannot take the stairs to the nearest stairwell, and tell them to wait there for either the campus police or firefighters.

4.6 Notify Library Security, when outside, of the locations of individuals waiting in stairwells. Library Security shall then notify appropriate fire or police officials of locations of these people.

4.7 When possible to re-enter the building, Security shall notify staff at all exits (north, west, and east).

5.0 MEDICAL EMERGENCY

5.1 Call policy station and identify yourself with Library location code 61 or 62 if immediate help is needed.

5.2 Request medical assistance and/or an ambulance if needed.

5.3 If individual is conscious, assist in contacting individual's personal physician, if requested.

5.4 If individual is unconscious, do not move individual unless authorized by medical authority, or unless it is obvious that delay in movement (such as a fire) would be more detrimental.

5.5 If individual is a student, and no emergency is apparent, call 882-7481 and give information to Student Health Services.

5.6 Report any bodily injuries to staff on forms available in the Administrative Office.

6.0 PERSONAL EMERGENCY

6.1 Staff receiving the call should obtain name of person to contact and a description.

6.2 Obtain name of person calling, telephone number, nature of emergency, message to be delivered.

6.3 Security will post notes in elevators and at north and west exits for person to contact Circulation Desk for messages.

6.4 Inform the staff at the Circulation Desk of the emergency message and contents.

7.0 ASSAULTS AND ROBBERIES

7.1 In the event of a personal assault (e.g., physical attack, voyeurism, exhibitionism, or robbery), the name, address and phone number of the person assaulted should be taken down, if possible, and Library Security notified first. Dial 9-874-8880, get beep, dial 1-310, get 3 beeps, leave short message. If fast, immediate action is necessary, dial 2-7201 and ask for campus police, describing person briefly. Then call Library Security by dialing 9-874-8880, get beep, dial 1-310, get 3 beeps, leave short message.

8.0 DRUNKENNESS OR DISORDERLY CONDUCT

8.1 Call Library Security immediately, dial 9-874-8880, get beep, dial 1-310, get 3 beeps, leave brief message.

8.2 If no response from 8.1 within five minutes, call campus police at 2-7201.

Sponsor: Robert A. Almony, Jr.
Draft Submitted to Council:
Approved by Library Council:
Approved by Director of Libraries:

E. Procedures for LITQUEST Searching

1. When a patron requests a search, have him/her complete a search request form. Be sure he/she has signed the form.

2. After reading the form, refer the patron to an appropriate searcher, if necessary.

3. The searcher and patron negotiate an appointment time to conduct the search. If in Ellis, call 2-4692 to reserve the terminal in Room 2E21. To enhance the relevance of search results, it is preferred that the patron be present at the time of the search.

4. Conduct the search at the appointed time.

5. Record the logon and logoff times on the search strategy form.

6. Record all activity in the search log.

   A. Assign a consecutive search log number

   B. Date or dates you conducted the search.

   C. Your name or initials

   D. Patron's name

   E. Patron's status
      F=Faculty S=Staff G=Graduate Student
      U=Undergraduate Student O=Other

   F. System(s) used
      B=BRS D=DIALOG S=SDC

   G. Database(s) used

   H. Connect time per database. Round to the nearest minute.

      *Note: When recording connect time, please itemize for each database.

      Example: DO NTIS 12 minutes
               SSCI 8 minutes

               DON'T NTIS
               SSCI 20 minutes

   In addition, it would be very helpful to me if you indicated "breaks" in searching a single database.

      Example: NTIS 6+6
               SSCI 2+4+2

I. Number of prints.

*Note: Again, please itemize the number of prints per database. Indicate "on" when the printing was done online.

J. Cost of the entire search (See 7 below for instructions for calculating costs)

K. Form of payment (complete when payment has been received)

7. Calculate the cost of the search.

A. Using the current database price list, calculate the connect charge for each database used by multiplying the price listed on the price list by the number of minutes online. Enter the sum of the connect charges for all databases on the line for subtotal A.

B. Multiply the total number of minutes online by $0.25 for the telecommunications cost (regardless of whether you used telenet, uninet, tymnet, local or WATS). Indicate which network you used and whether it was local or WATS on the billing form. Enter the sum on the line for subtotal B.

C. Enter subtotals for A and B, add them together, and multiply the sum by $0.15 (15%) for the telecommunications surcharge. Enter the amount on the line for subtotal C.

D. List the number of prints, the per print charges, and the total print costs for each database. Do not always rely on the information on the database price list.

For DIALOG, use the print cost information provided online.

For BRS, use the information provided with the printoff. If you've printed online, use the information on the database price list. (Exception: use price list for SSCI and SSCB, who give us a discount.)

For SDC, use the database price list.

Enter the sum of all print charges on the line for subtotal D.

E. Add subtotals A-D.

F. Enter Missouri sales tax on appropriate line. Searches paid by IDO are not taxable.

G. Enter grand total.

The white copy of the billing form is for the file. Yellow goes with the payment to Fay Overton, pink is for the patron. Attach the white copy to the request form, search strategy form, and printout and file.

8. If the search is completed (i.e., no offline prints), collect payment from the patron. In general, patrons must pay at the time their search is completed and they receive all prints.

If offline prints were ordered, contact the patron when the prints have arrived.

9. Collecting payment. Searches may be paid by cash, check or IDO.

   A. If paid by cash: change may be made by Fay Overton in the Ellis Library Copy Service. Branches are responsible for making change or deciding perhaps not to accept cash.

   B. If paid by check, be sure the check is made out to the University of Missouri for the exact amount. Write the patron's university ID number or driver's license number on the check.

   C. If paid by IDO, be sure an account number and signature are on the IDO. Type the subtotals for lines A-D on the IDO.

Example:	Connect charges	$25.00
	Telenet	5.00
	15%	4.50
	Printing	20.00

   Type the total in the appropriate line on the IDO if it is not already filled in.

   Ellis: Take the payment, with the yellow copy of billing form attached, to either Room 202E or directly to Fay Overton.

   Branches: Send payment and yellow copies of billing forms to J. Frazer, Room 202E, Ellis.

   Be sure to indicate the form of payment in the search log.

10. Please give each patron an evaluation form and addressed return envelope with his/her search results.

11. When a patron picks up his/her search, take the time to explain the printout and answer any questions.